



# COUNTY OF SAN DIEGO

## AGENDA ITEM

### BOARD OF SUPERVISORS

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**DATE:** July 30, 2013

# DRAFT

# XX

**TO:** Board of Supervisors

**SUBJECT:** HEALTH EDUCATION AND ADVOCACY SERVICES CONTRACT  
(DISTRICTS: ALL)

### SUMMARY

#### Overview

People who are eligible for low income health care services can find it daunting to navigate the complexities of health care systems. To ensure consumers have access to appropriate and timely physical and mental health services for which they are eligible, the County of San Diego contracts for health education and advocacy services.

On June 17, 2008 (13) the Board of Supervisors approved a request for an exception to Board Policy A-87, Competitive Procurement, and authorized a contract with the Legal Aid Society of San Diego, Inc. for health education and advocacy services. That contract will end on December 31, 2013, and a Request for Information (RFI) was issued for health education and advocacy services to continue this service. The only response to the RFI was from the Legal Aid Society of San Diego, Inc. If approved, this item will continue these services through a contract with the Legal Aid Society of San Diego, Inc.

### Recommendation(s)

#### CHIEF ADMINISTRATIVE OFFICER

1. In accordance with Board Policy A-87, Competitive Procurement, approve and authorize the Director, Purchasing and Contracting, to enter into negotiations with the Legal Aid Society of San Diego, Inc., and subject to successful negotiations and the determination of a fair and reasonable price, award a contract for health education and advocacy services for six months through June 30, 2014, and five one-year options through June 30, 2019, and an additional six months if needed, and to amend the contract as needed to reflect changes to services and funding, subject to the approval of the Director of the Health and Human Services Agency. Waive the advertising requirement of Board Policy A-87.

#### Fiscal Impact

Funds are included in the FY 2013-15 Proposed Operational Plan for the Health and Human

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Services Agency. If approved, this request will result in \$677,925 annual costs and revenue. The funding sources are Substance Abuse and Mental Health Services Administration, Mental Health Realignment, and Health Realignment. There will be no change in net General Fund costs and no additional staff years.

**Business Impact Statement**

N/A

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**Advisory Board Statement**

This item was presented to the Social Services Advisory Board at its regular meeting on June 13, 2013 and was (to be updated after SSAB meeting)

**Background**

The Health and Human Services Agency (HHS) operates a physical and behavioral health System of Care (SOC) which provides services to Medi-Cal beneficiaries and other eligible low-income residents of San Diego County. The overall goal of consumer advocacy services is to ensure that consumers have access to appropriate and timely physical and behavioral health care services for which they are eligible. Since 1998 the Legal Aid Society of San Diego, Inc. Consumer Center for Health Education and Advocacy (CCEA) has provided health education and advocacy services to participants in this SOC and has helped low-income residents navigate through the complexities of today's health care systems. County residents using these services are among the most vulnerable and benefit from advocacy and education services.

The service guidelines, requirements, and outcomes originally developed for these advocacy services were created through an intensive process gathering input from both stakeholder community groups and consumers. The outcomes and recommendations were reviewed by the Health Services Advisory Board, the Mental Health Advisory Board, the Health San Diego Joint Consumer and Professional Advisory Committee and the Mental Health Managed Care Advisory Group for Adults and Older Adults. Recommendations were incorporated into the original Statement of Work for the contract and reviewed by HHS staff for the most recent Statement of Work.

The scope of the contract includes assisting consumers in the systems of care with grievances, appeals, and complaints; educating consumers to be self advocates; providing information to consumers about their rights and responsibilities; compiling information about consumer issues and conducting consumer satisfaction surveys regarding services provided by the Contractor. The scope also includes coordinating with other ombudsman/advocacy programs in California in the categories of data that will be most useful to systemic change and quality improvement. This contractor is also appointed by the Local Mental Health Director as the Patient Advocate for outpatient services in the SOC, and serves as a Member Advocate for the Healthy San Diego Consumer and Professional Advisory Committee.

**Linkage to the County of San Diego Strategic Plan**

This item supports the Healthy Families Initiative in the County's Strategic Plan which promotes wellness and self-sufficiency among all county residents by continuing an education and advocacy program that enhances access to services and healthcare. The Healthy Families

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Strategic Initiative calls for assisting families in improving access to high-quality and efficient care that leads to improved physical and behavioral health.

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Respectfully submitted,

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SIGNATURE

HELEN N. ROBBINS-MEYER  
Chief Administrative Officer

**ATTACHMENT(S)**

N/A

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**AGENDA ITEM INFORMATION SHEET**

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**REQUIRES FOUR VOTES:**       Yes     No

**WRITTEN DISCLOSURE PER COUNTY CHARTER SECTION 1000.1 REQUIRED**

Yes     No

**PREVIOUS RELEVANT BOARD ACTIONS:**

June 17, 2008 (13), approved the Director of Purchasing and Contracting to award a contract for education and advocacy services to the Legal Aid Society, Inc.; April 8, 2003 (2), approved release of Request for Proposals for Education and Advocacy Services; December 8, 1998 (27). Approved the contract with the Legal Aid Society of San Diego, Inc.; May 12, 1998 (12), approved release of a Request for Proposals for Education and Advocacy Services,

**BOARD POLICIES APPLICABLE:**

A-87, Competitive Procurement

**BOARD POLICY STATEMENTS:**

Historically, the only responder to this scope of services has been the Legal Aid Society of San Diego, Inc. Requests For Proposals issued in 1998 and again in 2003 resulted in only one response. Based on that experience, a Request For Information (RFI) was issued in 2008 and received only one response. Before issuing this RFI, Program undertook proactive measures to identify potential vendors, including these steps:

- called another vendor that currently provides similar services to inform them of the upcoming RFI on BuyNet, who indicated that it was not interested in responding to this RFI;
- conducted an Internet search of potential vendors;
- looked at the Commodity Codes from the last procurement to ensure that any vendor from the last procurement was sent a BuyNet alert;
- selected the highest levels on the Legal Services and Comprehensive Health Services taxonomy to ensure that every potential applicant was included; and
- announced the upcoming RFI at Stakeholder Meetings, Advisory Board meetings, and Clinical Leadership meetings attended by potential bidders from the community.

**MANDATORY COMPLIANCE:**

N/A

**ORACLE AWARD NUMBER(S) AND CONTRACT AND/OR REQUISITION NUMBER(S):**

5256363

**ORIGINATING DEPARTMENT:** Health and Human Services Agency

**OTHER CONCURRENCE(S):** Department of Purchasing and Contracting

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